

Customer Service Report for EMIB



For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	3	0	0	1	0	2	0	0	2	0	6
Deactivate/Close	2	0	0	0	0	2	0	0	0	0	0
Edit Account	39	0	0	1	0	17	0	0	23	0	4
General Info	14	0	0	2	0	3	0	0	13	0	3
Register/Open	7	1	0	2780	0	730	0	1	2057	0	0
Application Support											
COTS- Other/Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
General Info	2	0	0	0	0	0	0	0	2	0	14
Sharepoint-General Information	1	0	0	0	0	0	0	0	1	0	15
Specialized Application	1	0	0	0	0	1	0	0	0	0	0
Back Office Support											
Active Directory	13	0	0	5	0	2	0	0	16	0	7
Add Entry	1	0	0	1	0	0	0	0	2	0	4
Backup/Restore	3	1	0	0	0	1	0	0	3	0	10
Configuration	3	2	0	2	0	2	0	0	5	0	2
Create Server Service	1	2	0	0	0	2	0	0	1	0	3
Delete Server Service	0	5	0	0	0	5	0	0	0	0	0
Hardware Enhancement	0	2	0	0	0	1	0	0	1	0	0
Migration/Upgrade	1	0	0	0	0	0	0	0	1	0	7
Permissions/Shares	9	0	0	1	0	2	0	0	8	0	9
Release IP-DHCP	1	0	0	0	0	0	0	0	1	0	5
Reset Limits	41	0	0	3	0	0	0	0	44	0	8
Server Recovery	0	1	0	0	0	1	0	0	0	0	0
Troubleshoot	3	0	0	0	0	0	0	0	3	0	3

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Center for Information Technology
Snapshot Date: 9/1/2009 7:24:11 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
CC Technical Operations											
Acct-Maintenance-E-Mail	0	0	0	1	0	0	0	0	1	0	8
CIT Categories											
LISTSERV	1	0	0	0	0	1	0	0	0	0	0
Personnel	0	0	0	1	0	0	0	0	1	0	13
Web Site Issue	1	0	0	0	0	0	0	0	1	0	21
CIT Categories Remedy											
Other	0	1	0	0	0	0	0	1	0	0	17
Connectivity											
General Info	2	0	0	1	0	0	0	0	3	0	10
TCP/IP	1	0	0	0	0	0	0	0	1	0	31
Email											
Exchange Email	5	0	0	7	0	3	0	0	9	0	6
General Info	23	0	0	0	0	1	0	0	22	0	8
MS Outlook	3	0	0	4	0	0	0	0	7	0	13
Outlook Web Access (OWA)	1	0	0	0	0	0	0	0	1	0	10
Spam Mail	0	0	0	1	0	0	0	0	1	0	0
General Information											
Inquiry	2	0	0	0	0	0	0	0	2	0	6
System Status	0	0	0	1	0	0	0	0	1	0	11
Vendors	0	0	0	1	0	0	0	0	1	0	11
Hardware											
Acc/Periph/Troubleshoot	0	0	0	1	0	0	0	0	1	0	16
Desktop/Request	0	0	0	1	0	0	0	0	1	0	5
Servers/Install/Build	0	6	0	0	0	6	0	0	0	0	0
Servers/Request	0	1	0	0	0	1	0	0	0	0	0

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Local LAN											
LocalLAN/Connectivity	5	0	0	0	0	0	0	0	5	0	4
LocalLAN/General Info	8	0	0	0	0	0	0	0	8	0	7
NIH Data Center											
Aperture Vista	0	1	0	0	0	0	0	0	0	1	0
NIH Services											
Other	0	0	0	1	0	0	0	0	1	0	0
NIHnet											
Impairment-NIH Customer	0	1	0	0	0	0	0	0	0	1	0
Server Support-DNS	1	0	0	5	0	0	0	0	6	0	5
Service Prov-IP Address Admin	3	0	0	0	0	0	0	0	3	0	7
Service Prov-Other	0	0	0	2	0	1	0	0	1	0	8
Security											
General Info	1	0	0	0	0	0	0	0	1	0	5
Telecommunications											
Phones/Accessories	0	1	0	0	0	0	0	1	0	0	7
Unix Support											
Unix Support	0	1	0	0	0	1	0	0	0	0	0
Web Site Issue (non-CIT)											
Broken Link	1	0	0	0	0	0	0	0	1	0	4
Development	0	1	0	0	0	1	0	0	0	0	0
Inaccessible	2	0	0	0	0	0	0	0	2	0	29
Wireless Services											
BB/Other	2	0	0	0	0	0	0	0	2	0	2
Grand Total:	208	27	0	2823	0	787	0	3	2266	2	1

Total Tickets Closed: 2271

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Total Tickets Assigned/Pending/Checked Out: 787

Total Tickets Created: 3058